



Field Teams in the Western Cape in preparation of distribution and assessments

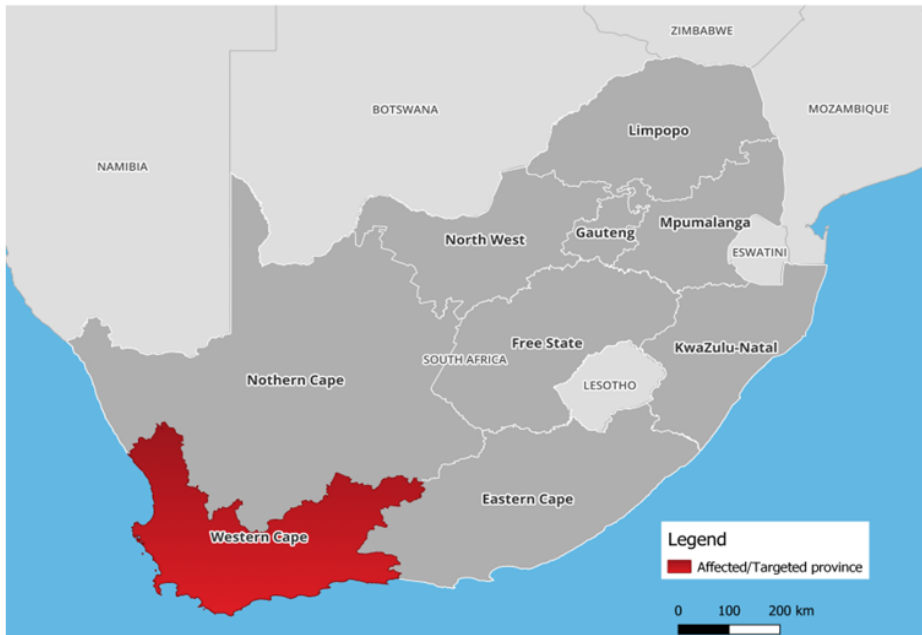
Appeal: MDRZA015	Country: South Africa	Hazard: Flood	Type of DREF Response
Crisis Category: Yellow	Event Onset: Sudden	DREF Allocation: CHF 423,280	
Glide Number:	People Affected: 100,000 people	People Targeted: 12,500 people	
Operation Start Date: 2023-10-12	Operation Timeframe: 4 months	Operation End Date: 2024-02-29	DREF Published: 2023-10-13
Targeted Areas:	Western Cape		

Description of the Event



South Africa: Floods

13 October 2023



16,000
People Affected



12,500
People Targeted for
Humanitarian services



7,500
People Targeted for Relief
emergency assistance

The map used does not imply the expression of any opinion on the part of the IFRC or National Societies concerning the legal status of a territory or of its authorities.
Map data sources: SARCS, Natural Earth Map produced by: IFRC Africa Regional Office

Map of the Western Cape Province

What happened, where and when?

Severe weather between Sept. 23-26 resulted in flooding, loss of life and displacement of residents, severe damage on private and public infrastructure, road closures, and power outages across Western Cape province.

The severe weather and flooding have affected a large group of people in the and around the city, including eight fatalities due to electrocution by illegal electricity connections. Damage assessments are ongoing, but initial reports indicate more than 1,500 structures impacted by flooding.

The Kuils River overflowed, flooding Mfuleni Township and forcing around 2,710 families to evacuate. Reports also indicate evacuations in Faure and Sandvlei. Over 16,000 people have been reported to be affected by the floods.

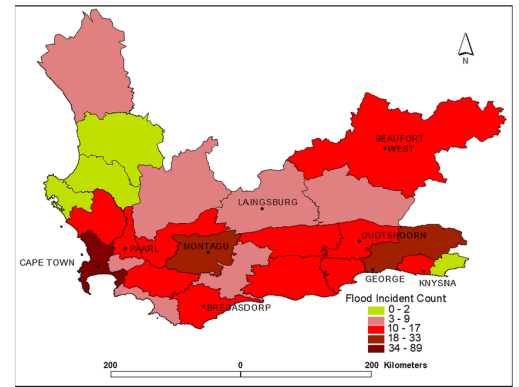
This is whilst 7,100 informal structures were adversely affected. According to News 24, it reported 11 fatalities in the affected areas. Furthermore, there are reports of nearly 250 schools which are affected by the disaster.

<https://www.news24.com/news24/southafrica/news/watch-every-year-we-get-no-help-cape-town-residents-after-floods-wreak-havoc-in-their-homes-20230927>.

The Bot River overflowed in the town of Botrivier, flooding large parts of the N2 Highway and cutting off road access. Flooding also resulted in closures across other highways, including parts of the N1, R60, and R62. More than 100,000 people in Western Cape Province were without power at the height of the storm. Authorities have not restored power to most people, and around 15,000 remain without electricity as of Sept. 27.

Authorities in Cape Town issued a major incident declaration due to the flooding. Flooding and associated disruptions are still ongoing across Western Cape Province.





Roads blocked by debris and flooding in the Western Cape as they wreck havoc to the most vulnerable

Scope and Scale

The 3 days flooding reported in Western Cape resulted in a significant impact of floods. Key information from preliminary data is as follows:

- At least 7 areas in the Western Cape resulted in damage to infrastructure which includes electrical lines, shelters, roads, and water supply. Floods have affected a wide expanse of territory, including regions such as Sir Louwry's Pass, Nomzamo, Houtbay, Greyton, Montique, Paarl, Strand, and Macasar. This geographic diversity underscores the widespread nature of the disaster, with urban and rural areas alike grappling with the consequences of floods.
- So far 3 learners have been victim fatalities of the floods and media reported 11 fatalities.
- Public and private infrastructure damages have been reported including 150 schools flooded or affected by floods out of the 249. Roads and transportation networks have been severely disrupted, hindering access to the affected areas and complicating relief efforts. Electricity disruption across several cities is now reset in most parts.
- The floods have left a trail of devastation in their wake, causing damage to families' homes. 2,710 families were forced to relocate to evacuation sites while some are hosted by families, but most are in public temporary sites.
- Community facilities, infrastructure, and agricultural lands overflowed led to losses of assets, means of life and other livelihoods were disrupted.
- The waterlogged landscape has also led to a heightened risk of waterborne diseases and the contamination of drinking water sources, posing additional challenges to public health.

The impact is ranging from minor leaks to major roof damage, and NS is working to assess these damages at present. (<https://www.westerncape.gov.za/news/storm-damage-keeps-21-western-cape-schools-closed-wednesday>). The challenge on finalizing the assessment by the Government with SARCS volunteers is restricting the current detailed information. However, the initial assessment and other reports from branches and media have made possible to triangulate the current information.

Furthermore, the flooding is also linked to a socio-economic impact, affecting the livelihoods of communities who rely on agriculture and local industries. Vulnerable groups, including children, the elderly, and persons with disabilities, face increased risks, while protection concerns, such as gender-based violence and child protection issues, have emerged as critical challenges. In the scope of these floods, it becomes evident that a comprehensive and coordinated humanitarian response is essential to address the immediate needs of the affected populations, initiate recovery efforts, and enhance community resilience. The situation requires a multi-faceted approach that spans various sectors, including shelter, livelihoods, health, water and sanitation, protection, and community engagement.

Ultimately, the scope of the floods underscores the urgent need for collaborative action, not only to provide



immediate relief but also to support long-term recovery and rehabilitation, ensuring that communities in the Western Cape can rebuild their lives and withstand future challenges. This emerges also as a learning from the recent humanitarian crisis in the past months.

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population groups?	No
Did the National Society respond?	Yes
Did the National Society request funding from DREF for that event(s)?	Yes
If yes, please specify which operations	MDRZA013, MDRZA012

Lessons learned

South Africa Red Cross has previously responded to floods and continue to respond across the country. Lessons learned from previous flood events offer critical insights into enhancing flood preparedness and response.

As climate change continues to amplify flood risks, there is a growing urgency to address this issue comprehensively. Key takeaways from the past underscore the importance of modernizing early warning systems with advanced technology, continually updating risk assessments to inform land-use planning decisions, investing in resilient infrastructure capable of withstanding extreme events, actively engaging communities in education and evacuation drills, enforcing stricter land-use regulations in flood-prone zones, safeguarding natural flood buffers like wetlands and forests, establishing efficient emergency response teams, developing accessible evacuation plans tailored to the needs of vulnerable populations, promoting affordable flood insurance to safeguard property and finances, formulating comprehensive recovery strategies, fostering international collaboration to manage transboundary water bodies effectively, integrating climate adaptation measures into flood management strategies, and harnessing advanced data and technology tools to enable more precise and timely flood response and mitigation efforts. These lessons provide a roadmap for bolstering resilience in the face of an increasingly volatile climate.

Further engagement with the government to ensure the enforcement of by-laws that will limit people from settling in flood-risk areas but also engaging on building long term solutions and exit strategies as detailed above.

Based on previous cash interventions, key highlights indicate that this assists in self-empowerment and enhancing of community resilience in which people are able to cater for their needs and dietary requirements. SARC has experience implementing similar actions and has been responding to floods through the Floods and Landslides EA and the DREF in response to the fires in Durban and Johannesburg. It is important to note that this DREF responds to the floods in areas not covered by the active emergency appeal.

Current National Society Actions

In the wake of the devastating floods in the Western Cape, the immediate need for shelters and housing has emerged as a critical concern. Thousands



<p>Shelter, Housing And Settlements</p>	<p>of families have been displaced from their homes, and providing safe and secure shelters has become a top priority. These shelters not only offer a roof over their heads but also serve as a sanctuary where flood victims can find refuge, comfort, and a sense of community during these challenging times.</p> <p>Feeding the displaced individuals and families within these shelters is another pressing matter. Access to hot meals and food parcels is vital to sustain their well-being and provide a semblance of normalcy amidst the chaos. These meals not only nourish their bodies but also offer a source of comfort and assurance during this period of uncertainty.</p> <p>Efforts to establish and maintain shelters, coupled with a continuous supply of food aid, are essential to address the immediate needs of those affected by the floods. It is through such initiatives that we can provide a lifeline to flood victims, ensuring their basic needs are met as they begin the process of recovery and rebuilding their lives.</p>
<p>Assessment</p>	<p>The volunteers continue to conduct assessments which have identified the following immediate needs:</p> <ul style="list-style-type: none"> • Food including hot meals and food parcels • Shelter • WASH items • Clothes • Cooking equipment • Blankets • Mattresses <p>Undertaking assessments in the wake of the Western Cape floods has been marked some challenges. The hostile terrain, compounded by persistent heavy rainfall, has created treacherous conditions for assessment teams. Navigating through flooded and unstable areas has put the safety of responders at risk, necessitating careful planning and precautionary measures.</p> <p>Furthermore, the damage inflicted upon access roads has severely hampered the mobility of assessment teams, hindering their ability to reach remote and affected communities. Road closures, landslides, and submerged routes have tested the resilience of responders, requiring innovative solutions to ensure that no community is left unassessed or underserved.</p>
<p>National Society EOC</p>	<p>SARCS has a footprint in all the 7 affected areas and has managed to activate team of 7 staff and 35 volunteers to respond to the current humanitarian calamity.</p> <p>SARCS' response so far to the people temporarily placed in shelters and churches have received the following interventions:</p> <ul style="list-style-type: none"> • Assisting with evacuation of affected communities. • First Aid: 18 volunteers trained and deployed. • 960 5Lt clean water supply (bottled water). • Food aid (hot meals) to people impacted by the storm. • 300 blankets. • Hygiene packs. • 30 baby packs. • 5 Psychosocial First Aid volunteers deployed. • 2 PFL officers deployed for displaced families as the network towers was also affected by the storm.



<p>Livelihoods And Basic Needs</p>	<p>SARCS has distributed 300 blankets, providing warmth and comfort to those affected.</p> <p>SARCS is in discussions with Shoprite Group (corporate partner) on potential support they could provide to the affected communities through the provision of soup kitchens. The support will enhance the provision of non-perishable food items, and bottled water thus complementing the response interventions by the National Society.</p>
<p>Coordination</p>	<p>Coordination in the response efforts has been facilitated through government mechanisms (at the national and local level) as detailed below. SARCS is engaged in the government led platforms and coordination meetings at provincial and district level.</p>
<p>Health</p>	<p>The National Society First Aid team has been working to give First Aid and psycho-social support to the distressed families to help them cope with the situation and referring to necessary organizations and government departments for further support.</p>
<p>Other</p>	<p>The NS is supporting the displaced people with RFL services to ensure those who have cellphones are able to charge their phones and also helping the affected people with means of communicating with their relatives via phone calls.</p>
<p>Water, Sanitation And Hygiene</p>	<p>Water, Sanitation, and Hygiene (WASH) have emerged as critical priorities in the aftermath of the Western Cape floods. The disaster has disrupted clean water access and sanitation facilities, heightening the risk of waterborne diseases. Access to water becomes an even greater concern due to the restriction of access roads being damaged and hindering the transportation of essential supplies, including clean water. To ensure access to clean and safe drinking water, as well as establishing sanitation facilities, it is paramount to prevent illness and maintain public health.</p> <p>Additionally, hygiene promotion campaigns are being conducted to raise awareness and encourage safe practices within affected communities. A comprehensive WASH response is essential to address these challenges and safeguard the well-being of the flood-affected populations, particularly when access to clean water is hampered by damaged infrastructure.</p>
<p>Protection, Gender And Inclusion</p>	<p>Protection, Gender, and Inclusion considerations are of paramount importance in the response to the Western Cape floods, particularly when addressing the needs of communities with varying levels of literacy. Vulnerable groups, including women, children, the elderly, and persons with disabilities, may have limited access to information and resources, making them more susceptible to exploitation and abuse. To ensure their protection and inclusion, it requires tailored strategies that prioritize their unique needs. This includes the establishment of safe spaces and community-based protection networks, which offer security and support. Raising awareness through targeted awareness campaigns, especially addressing gender-based violence and discrimination, is crucial. Moreover, addressing the specific needs of illiterate individuals and communities through accessible communication channels is vital to ensure that they can access assistance, report concerns, and participate meaningfully in the response efforts. Inclusivity and sensitivity to</p>



	gender dynamics and literacy levels are essential principles to ensure that no one is left behind in the recovery process.
Resource Mobilization	<p>In the face of the widespread devastation caused by the floods in the Western Cape, the imperative of resource mobilization became abundantly clear. This critical endeavor required reaching out to various stakeholders, including government agencies, international organizations, the private sector, and the wider public, to rally support for flood relief efforts.</p> <p>One of the pivotal strategies employed was engaging with donors, both local and international. Through a concerted effort, organizations involved in the flood response have reached out to potential donors, sharing the urgent needs of affected communities and the impact their contributions could make. These engagements included direct appeals, informational campaigns, and donor conferences. The response from donors was heartening, with many recognizing the importance of solidarity during times of crisis. Their contributions, whether financial or in-kind, played a vital role in enabling the planned relief and recovery efforts to take shape.</p> <p>Radio stations emerged as a powerful ally in this endeavor. They provided a platform to broadcast appeals for assistance, share real-time updates on the situation, and mobilize public support. Radio hosts and journalists became the voices that resonated with listeners, helping them connect with the plight of those affected by the floods. Radio interviews and broadcasts not only disseminated information about donation channels but also inspired communities to come together and extend a helping hand.</p> <p>Additionally, social media and digital platforms amplified the reach of these campaigns, allowing for real-time updates and facilitating online donations. Online engagement enabled individuals and organizations, both near and far, to participate in the relief efforts, demonstrating the power of collective action.</p> <p>Resource mobilization for flood relief demonstrated the remarkable capacity of communities and institutions to unite in the face of adversity. The response was a testament to the compassion and generosity of people from all walks of life, illustrating that when we stand together, we can provide hope and support to those who need it the most.</p> <p>In the wake of the floods, resource mobilization efforts continue, reflecting an unwavering commitment to assisting communities in the Western Cape as they rebuild their lives and communities. The response underscores the resilience and determination of all involved, reaffirming that in times of crisis, humanity shines brightest.</p>

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC is providing support to the National Society through its Country Cluster Delegation office in Pretoria. IFRC has been providing coordination and technical support.
Participating National Societies	No Participating National Societies are present in South Africa and no bilateral support has been reported.



ICRC Actions Related To The Current Event

No reported actions for now.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>Emergency Response: The government department coordinated by the Provincial Disaster Management Centre (e.g. Department of Social Development and Human Settlements), through its various agencies and departments, initiated an immediate emergency response. This includes deploying rescue teams, law enforcement, and emergency medical services to the affected areas to ensure the safety and well-being of residents.</p> <p>2. Evacuation and Shelter: Evacuation plans were put into action to move residents from high-risk areas to safer locations. Temporary shelters, such as community centers and schools, were set up to accommodate those displaced by the floods. The government ensured that these shelters were equipped with essential supplies like food, water, and blankets.</p> <p>3. Infrastructure Assessment and Repair: Government engineers and infrastructure experts have been assessing the damage caused by the floods to roads, bridges, electricity, and water supply systems. Repair and reconstruction efforts have been prioritized to restore essential services to affected communities.</p> <p>4. Medical and Health Services: Medical teams and mobile clinics were deployed to provide pre-hospital care to those injured during the floods. Efforts were made to ensure that hospitals and healthcare facilities in the region remained operational and adequately staffed.</p> <p>5. Coordination and Communication: The government has been actively coordinating with local authorities, non-governmental organizations (NGOs), and relief agencies to streamline relief efforts. Communication channels were established to disseminate information and instructions to the public about safety measures and available assistance.</p> <p>6. Assistance for Displaced Families: The government has been working to assess the needs of displaced families, including access to temporary housing, food, clean water, and sanitation facilities. Efforts have been made to reunite separated families and provide counseling and support services.</p> <p>7. Long-Term Recovery Planning: In addition to immediate relief efforts, the government has begun planning for the long-term recovery and reconstruction of the affected areas. This includes developing strategies to rebuild infrastructure, restore livelihoods, and enhance disaster resilience in the region. These interventions would be conducted through CVA, and WASH campaigns.</p> <p>8. Financial Assistance: The government has allocated emergency funds to support relief and recovery</p>



efforts. Financial assistance programs have been established to provide aid to individuals and businesses affected by the floods.

9. Public Awareness and Safety Measures:
 Public awareness campaigns were launched to educate residents about flood safety measures, evacuation procedures, and how to access government assistance. This proactive approach aimed to minimize the risk of further casualties. The key focus was on structural recovery of roads to ensure access. The water system was compromised, and this is prime priority. Critical infrastructure like electricity is at the center of the disruption and hampers support and add to the critical situation.
 The Provincial authority is coordinating the response and any intervention.

UN or other actors

The Local Government (Municipalities) through Disaster Management and Department of Social Development identified evacuation center which the affected people could utilize but refused, due to threat of belongings being stolen. Other NGO`s like Mustadafin, The Warehouse, Ali hum Daahd Foundation and Food Forward, assisted with food items and access to facilities for assisting the vulnerable people. Shoprite We Can truck was also out in the areas assisting the affected people. Gift of the Givers is on the ground supporting some of the victims with blankets, food and water.

Are there major coordination mechanisms in place?

1. Province: Provincial coordination has been established in accordance with the National DM Contingency plan. Different clusters, such as food security, health, and shelter, have been coordinating the efforts of NGOs and UN agencies in their respective sectors.
2. Government Coordinating Body: The government has set up a coordinating body to oversee and harmonize the efforts of various actors involved in the response. This body works closely with the clusters and other partners to National authorities to ensure a cohesive and efficient response.
3. Regular Coordination Meetings: Regular coordination meetings are held at different levels to exchange information, align strategies, and address emerging challenges. These meetings involve government officials, UN agencies, INGOs, and local NGOs. Overall, coordination mechanisms in place have helped to ensure that response efforts are well-organized and that resources are allocated effectively to address the needs of affected populations. These mechanisms have also facilitated information sharing and cooperation among the government, UN agencies, INGOs, and local NGOs in responding to the crisis.



Needs (Gaps) Identified

Shelter Housing And Settlements

In the aftermath of the Western Cape floods, which have had severe destructive impacts Shelter, Housing, and Settlements. This has left a great number of the affected people displaced. The municipalities have played a notable role in providing 3 temporary shelters in local community centres and local churches who have also stepped in to provide temporary shelter assistance. Based on these impacts, there is a gap in psychosocial first aid (PFA) and Mental Health and Psychosocial Support (MHPSS) which the national society is willing to cater for. In addition, there is a need for immediate shelter intervention. It's worth noting that many individuals and families, determined to remain close to their homes and communities, have opted to stay with friends and relatives, illustrating the resilience and strong bonds within these communities during challenging times. These collaborative efforts, including the utilization of community centres and the support of local church groups, underscore the importance of community solidarity in disaster response, ensuring that individuals and families have options to find shelter while remaining close to their home locations.

Livelihoods And Basic Needs

Access to safe and nutritious food is disrupted, leading to food shortages.

Amidst the challenges posed by the Western Cape floods, addressing livelihoods and basic needs has emerged as a critical priority. The flooding has disrupted not only homes and infrastructure but also the economic stability of communities, and their source of income. As homes and livelihoods have been swept away, it is imperative to provide immediate support for families to meet their basic necessities. Indeed, livelihoods that are often reliant on agriculture and local industries in the province have been destabilized, necessitating support for recovery. The initial distribution of family items as blankets remains insufficient to cover the number of families affected. From NS field monitoring, there is an evident demand that exceed available resources, leaving many people in line with empty pots, exposed to bad conditions. Thus, highlighting the urgent need for additional food and non-food assistance.

The access challenge and impact on income generating activities/livelihood also has a side consequence on education which is now disrupted in some areas in the Province, affecting the learning of children.

Distribution of non-food items and protection measures for vulnerable groups further contribute to meeting these basic needs.

Health

The impact of the flooding in the Western Cape brought significant and multifaceted health risk and needs. The situation led to increased risk of waterborne diseases due to the contamination of water sources and the disruption of sanitation facilities.

Injuries, both minor and severe, have occurred as a result of the flooding, requiring medical attention. Furthermore, people on chronic medications face heightened vulnerability as access to required medications becomes compromised.

Consideration of some vulnerable groups as people on chronic medications who are facing heightened vul-



nerability as access to required medications becomes compromised, including routine immunization access for children. The scarcity of clean, drinkable water exacerbates the challenges, affecting the ability to take essential medications safely.

Additionally, the mental health and psychosocial well-being of affected individuals have been challenged by the trauma and stress associated with the disaster.

Moreover, reproductive health services, with a particular focus on women and girls, are essential to safeguard the well-being of vulnerable populations.

Ensuring access to healthcare services, including emergency medical care, essential medicines, and uninterrupted chronic medication supplies, is paramount to address these health-related concerns. Healthcare access is crucial for addressing injuries and waterborne diseases while psychosocial support is essential for coping with trauma. A comprehensive healthcare response is crucial to mitigate the health impact of the floods and promote the recovery and resilience of affected communities.

Multi purpose cash grants

The Cash Voucher Assistance (CVA) program, implemented in response to the flooding in the Western Cape, holds multiple benefits that extend beyond immediate relief. One of the most significant advantages of CVA is its role in restoring dignity to the affected individuals and empowering communities to cater to their own cultural dietary requirements.

In addition to the significant benefits of Cash Voucher Assistance (CVA) in restoring dignity and catering to cultural dietary requirements, it also plays a vital role in helping flood-affected communities to provide for their livestock needs. This multifaceted approach extends support not only to individuals but also to the broader agricultural and livelihood aspects of these communities.

Livestock Care and Replacement: Many flood-affected households in the Western Cape rely on livestock for their livelihoods and sustenance. The CVA program allows these families to allocate funds to care for their existing livestock, ensuring they receive proper nutrition and veterinary care. Furthermore, in cases where livestock may have been lost or adversely affected by the floods, CVA provides the means to replace them. This helps safeguard the economic stability of these households and preserves their means of earning a living.

Community Resilience: Supporting livestock care and replacement through CVA contributes to the overall resilience of flood-affected communities. Livestock often serve as a crucial source of income and food security for these communities. By enabling individuals to invest in the well-being of their animals, CVA helps protect a valuable asset that can be critical for their recovery and long-term stability.

Sustainable Livelihoods: Livestock are not only a source of immediate sustenance but also play a role in sustainable livelihoods. By assisting communities in maintaining or replenishing their livestock, CVA promotes the continuity of agricultural practices and traditional ways of life. This, in turn, contributes to the long-term economic stability of the region.

Food Security: In many cultures and communities, livestock are a source of dietary protein and nutrition. By enabling families to care for their animals, CVA indirectly contributes to food security by ensuring a continued supply of animal-sourced foods.

Restoring Human Dignity: Disasters like floods can strip individuals off their sense of dignity and self-reliance. CVA addresses this by providing recipients with the autonomy to choose their own food and essential items, giving them a sense of control over their lives. This autonomy contributes to the restoration of their personal dignity, as they are no longer passive recipients but active decision-makers in their recovery.



Cultural Dietary Requirements: Cultural diversity is a hallmark of many communities, and it includes diverse dietary preferences and requirements. CVA allows recipients to select foods that align with their cultural and dietary needs, respecting their traditions and preferences. This flexibility ensures that individuals and families can maintain their cultural identity and dietary practices during their recovery, promoting a sense of normalcy and continuity.

Community Empowerment: Beyond the individual level, CVA empowers entire communities by promoting self-sufficiency. When communities are provided with the means to purchase their own food and essential items, it not only reduces their dependence on external aid but also fosters a sense of collective responsibility and resourcefulness. Communities become better equipped to address their unique needs and challenges, enhancing their overall resilience.

Enhancing Human Dignity: By allowing flood victims to make choices that align with their cultural and dietary preferences, CVA reinforces the belief that every individual deserves respect and dignity, regardless of their circumstances. It sends a powerful message that their cultural identity and dietary choices are valued and respected during a challenging time.

In conclusion, the Cash Voucher Assistance program not only addresses immediate needs and cultural dietary preferences but also recognizes the importance of livestock in the livelihoods of flood-affected communities. By providing financial support that can be directed toward the care and replacement of livestock, CVA plays a crucial role in bolstering community resilience, ensuring sustainable livelihoods, and enhancing overall recovery efforts in the Western Cape.

Education

Enhanced Vulnerability and Capacity Assessment (ECVA) is a tool used in disaster risk reduction and emergency management to assess the vulnerabilities and capacities of communities and individuals in the face of various hazards and disasters. While ECVA primarily focuses on understanding the vulnerabilities and capacities, it is not specifically an educational tool in itself. However, the process of conducting an ECVA can serve as a valuable educational experience for both communities and the agencies involved. Here's how education is integrated into the ECVA process:

- 1. Training and Capacity Building:** Before conducting an ECVA, agencies often provide training to community members, local authorities, and volunteers. This training helps participants understand the purpose of the assessment, the methodology, and how to collect and analyze data. This educational component is crucial for ensuring that those involved in the assessment process are well-prepared.
- 2. Community Engagement:** ECVA is a participatory process, which means that communities themselves are actively involved in the assessment. During the assessment, community members share their knowledge, experiences, and perspectives, which can be educational for both the community and the assessment team. Communities often learn about the risks they face and ways to mitigate them through this process.
- 3. Data Collection and Analysis:** Gathering data about vulnerabilities and capacities requires community members to share their insights and experiences. This data collection process can be educational in itself, as it encourages people to think critically about their vulnerabilities and capacities and to articulate them.
- 4. Risk Awareness:** The ECVA process often includes discussions about the specific risks and hazards that a community faces. This can serve as an educational opportunity for community members to learn more about the potential threats and how to prepare for them.
- 5. Action Planning:** Following the assessment, action plans are often developed to address identified vulnerabilities and build on existing capacities. These plans may include educational initiatives aimed at increasing community resilience. For example, it might involve training on disaster preparedness, first aid, or evacuation procedures.
- 6. Feedback and Learning:** ECVA is an iterative process, and the results of the assessment can inform future preparedness and resilience-building efforts. Communities and agencies can learn from the assessment's findings



and adapt their strategies accordingly, creating an ongoing cycle of education and improvement.

In summary, while ECVA itself is not an educational program, it incorporates various educational components throughout the process. It empowers communities to better understand their vulnerabilities and capacities, equipping them with knowledge and skills to reduce their risk and enhance their resilience in the face of disasters. Additionally, agencies and organizations involved in ECVA often engage in capacity-building and educational efforts as part of their broader disaster risk reduction initiatives.

Education and Support: Enhanced Vulnerability and Capacity Assessment (EVCA) for Flood Victims in Western Cape:

In the ongoing response efforts to address the aftermath of severe flooding in the Western Cape Province, a key component of the assistance being provided is the implementation of the Enhanced Vulnerability and Capacity Assessment (EVCA). This initiative is aimed at providing education, support, and a structured assessment to assist flood victims in understanding their vulnerabilities and enhancing their capacity to recover from this disaster.

Overview of the EVCA:

The Enhanced Vulnerability and Capacity Assessment (EVCA) is a comprehensive approach designed to assess the specific vulnerabilities faced by individuals, households, and communities affected by disasters like the recent flooding in the Western Cape. It focuses on understanding the unique needs and challenges of flood victims to tailor assistance effectively.

Key Elements of the EVCA:

1. **Identification of Vulnerabilities:** EVCA begins with the identification of vulnerabilities that have emerged as a result of the flood. These vulnerabilities can be physical, emotional, social, or economic in nature.
2. **Assessment of Immediate Needs:** The assessment process evaluates the immediate needs of flood victims, including access to clean water, shelter, food, healthcare, and psychological support.
3. **Capacity Building:** EVCA also identifies the existing capacities within the affected communities that can be leveraged for recovery and resilience-building. This includes local skills, resources, and community networks.
4. **Psychosocial Support:** Given the emotional toll that disasters can have on individuals and communities, the EVCA includes a strong focus on providing psychosocial support and counseling to those in need.
5. **Community Engagement:** The assessment process involves active engagement with the affected communities to ensure their voices and perspectives are taken into account when planning and implementing recovery efforts.

The Role of Western Cape (WC) in Providing EVCA:

Western Cape is committed to providing EVCA to flood victims as part of its comprehensive disaster response strategy. This initiative involves trained personnel and experts who will work closely with affected individuals and communities to:

- Conduct thorough vulnerability assessments.
- Identify immediate and long-term needs.
- Offer guidance on accessing available resources and support services.
- Provide psychological support and counseling to those affected by the disaster.
- Facilitate community engagement and participation in the recovery process.

Benefits of EVCA:

The implementation of EVCA offers several benefits to flood victims and the broader community, including:

- **Tailored Assistance:** By understanding the specific vulnerabilities and capacities of each affected area, assistance can be tailored to address the unique needs of individuals and communities.
- **Informed Decision-Making:** EVCA results provide valuable data for decision-makers, enabling them to allocate resources effectively and prioritize recovery efforts.
- **Empowerment:** Flood victims are empowered to actively participate in their own recovery and resilience-building, ensuring a sense of ownership over the process.
- **Holistic Support:** EVCA takes into account not only the physical needs but also the emotional and social well-being of those affected.

The Enhanced Vulnerability and Capacity Assessment is a vital component of the Western Cape's commitment to assisting flood victims in their journey toward recovery and rebuilding their lives. It exemplifies the region's dedication to providing not only immediate relief but also long-term support to those affected by this disaster.



Water, Sanitation And Hygiene

The impact of floods has disrupted clean water access and sanitation facilities, heightening the risk of waterborne diseases. Contaminated floodwaters pose a threat to clean water sources, emphasizing the need for clean water and sanitation facilities. Access to water becomes an even greater concern due to the restriction of access roads being damaged, hindering the transportation of essential supplies, including clean water.

Ensuring access to clean and safe drinking water, as well as establishing sanitation facilities, is paramount to prevent illness and maintain public health. Additionally, there is a need for hygiene promotion campaigns to raise awareness and encourage safe practices within affected communities. A comprehensive WASH response is essential to address these challenges and safeguard the well-being of the flood-affected populations, particularly when access to clean water is hampered by damaged infrastructure.

Protection, Gender And Inclusion

Protection, Gender, and Inclusion considerations are of paramount importance in the response to the Western Cape floods, particularly when addressing the needs of communities with varying levels of literacy. Vulnerable groups, including women, children, the elderly, and persons with disabilities, may have limited access to information and resources, making them more susceptible to exploitation and abuse. Ensuring their protection and inclusion requires tailored strategies that prioritize their unique needs. This includes the establishment of safe spaces and community-based protection networks, which offer security and support. Raising awareness through targeted awareness campaigns, especially addressing gender-based violence and discrimination, is crucial. Moreover, addressing the specific needs of illiterate individuals and communities through accessible communication channels is vital to ensure that they can access assistance, report concerns, and participate meaningfully in the response efforts. Inclusivity and sensitivity to gender dynamics and literacy levels are essential principles to ensure that no one is left behind in the recovery process.

There is a need for a component of child safeguarding as some children have sadly lost their lives due to electrocution. There needs to be support for children who are by themselves, orphans and vulnerable children and women as well.

There need to be specific considerations for persons with disability. Based on the community needs assessment, SARCS should have activities that are specifically consider persons with disabilities.

Cape Town has a large Muslim community hence a need to make considerations for specific religions.

Referral pathways will need to be strengthen in this disaster and partnerships with other entities.

Community Engagement And Accountability

Most of the impacted people come from informal settlements. Therefore, the community needs to be engaged with when it comes to the potential of rebuilding their homes. The people need support with gathering their belongings. In which Lowry's Pass Village informal settlement is one of the impacted communities that needs to be considered for the interventions.

Community feedback mechanisms such as meetings with community members need to be prioritized. SARCS needs will be hands on with their response. Accountability needs will be in place as the community members have lost everything. They will need constant communication.



Any identified gaps/limitations in the assessment

While the response to the Western Cape floods has been robust, several gaps and potential points have emerged. Access constraints stemming from damaged roads and dangerous terrains continue to hinder aid delivery to remote areas, requiring innovative solutions.

Indeed, one of the most affected areas are Nomzamo and Sir Loury's Pass and the team deployed is experiencing difficulties to conduct assessments due to damaged road networks which have limited access to the most vulnerable communities.

The rainy season is still ongoing, and rains are still expected. The challenges posed by weather conditions is to consider the needs as they evolve as well as the operational facilities.

From recent floods assistance and the ongoing fire incident DREF learnings, assistance in the urban and semi urban area has proved to be more efficient through the cash, especially with when it comes to informal settlement as the solutions for shelter and favorable conditions are usually challenging to address through a divided sectoral approach. The Multipurpose cash flexibility is giving sufficient room to address the multiple needs and priority while ensuring the protection for the affected communities and ensuring ownership of decisions that could facilitate early recovery, especially for early recovery in diverse sectors challenging to cover in the scope of a DREF. In parallel, an accent on coordination for recovery planning and long-term solution is necessary to complement that approach. Indeed, a recovery planning is imperative for shelter solution in general but also to rebuild infrastructure, restore livelihoods. This requires sustaining resource mobilization, effective coordination among stakeholders, especially Government. Some effort in this regard is to consider the ongoing operations and will be coordinated based on the discussions to be held under this operation.

Addressing these gaps and concerns demands ongoing efforts, collaboration, and adaptability to ensure the well-being and recovery of flood-affected communities in the Western Cape.

Operational Strategy

Overall objective of the operation

The overall objective of this DREF is to provide support to 12,500 people (2 500HHs) affected through a comprehensive response addressing humanitarian priorities, including Shelter, Health, Water, Sanitation, and Hygiene (WASH), Cash Voucher Assistance, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA). By doing so, it aspires to mitigate the immediate impact of the disaster and enhance the well-being of affected populations to cover their basic needs thus providing a dignified response.

Operation strategy rationale

The NS prioritizes emergency assistance to 25,000 people focusing on responding to the needs of health and WASH services and provision of humanitarian support to facilitate access to food, shelter, essential household items. Based on the need assessment, SARCS will then allocate resources strategically to address the most pressing needs within the short response window. Immediate priorities include shelter, clean water, food, and healthcare, with a strong emphasis on effective delivery.

The NS will extend the distribution of blankets and mattress to additional families to complement the initial distribution made. These families' items are to limit the exposure of the most vulnerable households in the evacuation centers. On the same path, personal hygiene kits and water treatment will be enhanced for the most exposed and vulnerable population to prevent against a deterioration of health situation and WASH conditions. For the coming 3 months, Western Cape branches will ensure the provision of water access, first aid and health prevention.

To reduce the significant loss and address the multi-sectoral needs, the provision of WASH and families items will



be complemented by a multi-purpose cash assistance that fit the urban context and preserve dignity. The approach will give flexibility to the families to make their own priorities for temporary shelter solution, livelihood and basic humanitarian needs. As such, the cash is based on average food basket which is around 1,500 ZAR and additional 1,000 is added to cover priority needs for either shelter/repairs or most pressing items.

SARCS will strengthen coordination mechanisms among stakeholders to streamline response efforts and maximize impact within the limited time frame. Effective collaboration ensures that resources are used efficiently. Continuous information sharing will contribute to complementarity between any other assistance planned.

The intervention plan is summarized as follow:

1. Needs Assessment: Conduct a swift and focused needs assessment to identify the immediate and medium-term needs of affected communities within the three-month timeframe. Prioritize response areas and sectors based on the urgency of recovery.

2. Rapid Response: Implement rapid and targeted interventions, including the distribution of emergency shelter materials, clean water and essential non-food items as well as the provision of hot meal and to preserve human dignity. Volunteers have been on the field from the onset to cover the immediate meals distribution for families in the sites and this will be extended for a month.

3. Shelter and Livelihoods:

The most pressing needs remain to limit the exposure of the families to weather and further harm as well as protection and dignified assistance. Hence, the shelter sector will extend the mattress and blankets distributions to a total of 1,500 families.

An unconditional cash of ZAR 2,500 is also planned per installment per household and aims to contribute to additional food needs beyond the hot meal distribution, basic needs, essential households' items loss under floods and other basic needs depending on each household's priority. The beneficiaries will also have the possibility to use the cash to cover rents or housing solutions. Institutional engagement to be scale-up to identify further shelter solution and promoting safe reconstruction/repair. At community level, same promotion will be prioritized to facilitate cash assistance and income-generating activities to support the swift recovery of livelihoods.

4. Water, Sanitation, and Hygiene (WASH) and Health: Launch hygiene promotion campaigns to ensure safe practices within communities. Capacitate volunteers with epidemic & pandemic response in community training with strong emphasis on e-CBHFA. Patients on chronic medication (hypertension and Antiretroviral treatment) will be linked to public health facilities for continued care through mobile or off-site clinical services. Routine immunization activities for the U-5s will be supported through the mobile and off-site clinical services supported through the department of health.

SARCS will engage local authorities and community leaders for joint efforts for the restoration of water sources and sanitation facilities to prevent waterborne diseases.

7. Protection and Inclusion: Implement protection measures to ensure the safety and well-being of vulnerable groups within the three-month recovery window. Address protection concerns, including gender-based violence and child protection issues.

8. Community Engagement and Accountability: Engage with affected communities to understand their evolving needs and aspirations within the short recovery period. Maintain accessible feedback mechanisms and transparency in relief efforts. Community Engagement and Accountability are central to the response efforts in the aftermath of the Western Cape floods. Engaging with affected communities ensures that their voices are heard, and their needs are understood. Establishing a two-way communication channel through regular consultations and feedback sessions will foster a sense of ownership and trust. Moreover, ensuring that communities are aware of their rights and responsibilities is integral to empowerment and active participation. Accessible channels for reporting complaints and concerns are being established to address issues promptly. Effective community feedback systems are in place to collect, assess and respond to questions, complaints, compliments, feedback and sensitive complaints to maintain trust within the flood-affected populations. Community Engagement and Accountability principles underpin the humanitarian response, ensuring that the affected communities play an active role in shaping the assistance they receive, and that transparency and responsiveness remain at the forefront of relief efforts.



9. Climate Resilience: Promote basic climate resilience measures and disaster risk reduction within the context of the immediate recovery efforts.

10. CVA continues to be an effective measure for the National Society during ongoing and previous interventions to assist communities and beneficiaries in restoring dignity and assisting with getting basic goods and NFIs.

By prioritizing rapid, targeted, and efficient interventions that directly address the most pressing needs, this operational strategy aims to facilitate significant recovery progress within the three-month time frame, while also lays the groundwork for longer-term resilience-building initiatives.

Targeting Strategy

Who will be targeted through this operation?

SARCS plans to target 2,500 HHs (12,500 people) affected by the Western Cape floods, with a focus on families and individuals impacted by floods and relocated in the centers. 1,500 HHs (7,500 people) most vulnerable people will be identified for the support of household items, cash and water treatment. The selection of direct target will be in the group of people displaced to the evacuation center, particularly those assessed as most impacted and exposed to further harm. Criteria will apply to further define the beneficiaries. These include:

- Criteria link to the impact of the Disaster: Individuals and families directly impacted by the floods are the primary focus. This includes those who have suffered damage to their homes, loss of livelihoods, and disruption of essential services. The logic is to address the immediate needs of those most severely affected by the disaster.
- Specific vulnerabilities and common social marginalized groups: Women, children, child headed households, people living with disabilities, Pregnant and lactating mothers, the elderly (over 65), and low-income households.
- Families with people with disabilities.
- Specific priority to migrants and refugees.

Criteria will be disseminated and agreed with communities and local government authorities. A clear and understandable justification will be provided through meetings with communities and leaders on the selection of specific group or for exclusions of others. The targeting process and the selection of group will be put in priority based on combination of following factors:

1. Vulnerability factors, include pre-existing vulnerability and current vulnerabilities: Vulnerable groups often face heightened risks during disasters due to various factors such as limited mobility, reduced access to information, and existing social and economic disparities.

2. Equity: Targeting these groups ensures that aid is distributed equitably and that no one is left behind in the response efforts.

3. Protection: Protecting the rights and well-being of vulnerable populations is a humanitarian imperative. Ensuring their safety and access to essential services is a core principle of disaster response.

To target these vulnerable groups effectively, the assessment will be conducted by the NS and will cover a vulnerability assessment to identify and locate vulnerable individuals and communities.

Inclusive programming will be ensured from targeting to the end of the project. Response activities will be designed to be inclusive, accessible, and sensitive to the unique needs of these groups.

Engaging with affected communities will allow for a better understanding of the specific needs and concerns of vulnerable populations, ensuring that they are heard and their needs are addressed.

By targeting these groups and tailoring the response to their needs, the operation aims to provide assistance that is not only effective but also inclusive and equitable, reflecting the core principles of humanitarian action.

Explain the selection criteria for the targeted population

The selection criteria for the targeted population in the Western Cape flood response operation are based on a combination of factors and considerations that prioritize those who are most in need of assistance, the level of



impact, the pre-existing vulnerabilities of certain group and the social dynamics among the different groups when it comes to protection. The selection approach aims to be inclusive, equitable, sensitive to the social/cultural dynamic and focuses on upholding the rights and dignity of all individuals, especially those belonging to the vulnerable groups. This approach is grounded in international humanitarian law and human rights principles.

Vulnerability assessments and community engagement play pivotal roles in informing these criteria, allowing for a response that is both needs-based and rights-based, and with a strong focus on the most vulnerable segments of the affected population.

Total Targeted Population

Women:	3,960	Rural %	Urban %
Girls (under 18):	3,650	50.00 %	50.00 %
Men:	2,940	People with disabilities (estimated %)	
Boys (under 18):	1,950	0.00 %	
Total targeted population:	12,500		

Risk and security considerations

Please indicate about potential operational risk for this operations and mitigation actions

Risk	Mitigation action
<p>Communication Challenges:</p> <ul style="list-style-type: none"> • Risk: Disrupted communication infrastructure may hinder information sharing and coordination. 	<p>Mitigation:</p> <ul style="list-style-type: none"> • Establish alternative communication systems, such as satellite phones and radio networks. • Train response teams in effective communication protocols. • Engage community leaders to help disseminate critical information.
<p>Protection Risks:</p> <ul style="list-style-type: none"> • Risk: Vulnerable populations, particularly women and children, may face protection risks, including gender-based violence and child protection issues. 	<p>Mitigation:</p> <ul style="list-style-type: none"> • Implement protection measures, such as safe spaces and community-based networks, to ensure the safety of vulnerable groups. • Conduct awareness campaigns on protection and gender-based violence prevention. • Provide specialized services for survivors of violence.
<p>Environmental Impact:</p> <ul style="list-style-type: none"> • Risk: Response activities may have unintended negative environmental impacts, such as contamination of water sources or damage to ecosystems. 	<p>Mitigation:</p> <ul style="list-style-type: none"> • Adhere to environmental guidelines and best practices in relief operations. • Monitor and mitigate environmental risks associated with infrastructure repair and construction. • Engage local environmental experts for guidance.
<p>Inadequate Community Engagement:</p> <ul style="list-style-type: none"> • Risk: Limited community engagement may result in misunderstandings, resistance, or misalignment of re- 	<p>Mitigation:</p> <ul style="list-style-type: none"> • Develop a robust community engagement strategy that includes regular consultations and feedback mech-



sponse efforts with community needs. Identifying and mitigating these operational risks is essential for a successful flood response operation. Regular monitoring and adaptation of the response plan based on changing circumstances are critical components of risk management in humanitarian efforts.

- anisms.
- Promote community ownership and participation in decision-making.
 - Ensure that response teams are culturally sensitive and respectful of local customs.

Access Constraints:
 •□ Risk: Damaged roads and dangerous terrain may hinder access to remote and isolated areas.

- Mitigation:**
- Establish alternative transportation methods, such as air or water. transport, to reach inaccessible areas.
 - Pre-position relief supplies. strategically to reduce response time.
 - Collaborate with local authorities to prioritize road repairs and clearance.

Resource Constraints:
 •□ Risk: Inadequate resources, including funding and personnel, may limit the scale and effectiveness of the response.

- Mitigation:**
- Mobilize additional resources through fundraising and donor engagement.
 - Collaborate with other humanitarian organizations to share resources and expertise.
 - Optimize resource allocation by prioritizing high-impact interventions.

Please indicate any security and safety concerns for this operation

Security Risks: Security concerns, including theft, looting, and civil unrest, can jeopardize the safety of response teams and the distribution of aid.

- Mitigation:**
- Coordinate closely with local law enforcement and security agencies for protection during aid delivery.
 - Implement security measures, such as community watch groups, to protect aid distribution points.
 - Conduct security assessments and adapt response plans accordingly.



Planned Intervention

	Protection, Gender And Inclusion	Budget	CHF 252
		Targeted Persons	12500
Indicators		Target	
% of RCRC staff and volunteers trained on Minimum Standards for Child Protection in Humanitarian Response		100	
# of referrals made (SGBV, Child Protection or other) via a common referral pathway		1	
	Priority Actions:	<ul style="list-style-type: none"> • PGI briefing on the minimum standards for PGI in emergencies. • SARCS will continue to coordinate with local stakeholders to establish referral pathways for child protection and sexual and gender-based violence (SGBV), and carry out child protection awareness raising sessions, with community leaders and community members to increase male engagement on SGBV prevention and response. • Staff and volunteers will be orientated on a survivor-centered approach to enable them to support the SGBV survivors better and make safe referrals. 	

	Shelter Housing And Settlements	Budget	CHF 114,619
		Targeted Persons	7500
Indicators		Target	
# of blankets replenished from prepositioned relief aid		1500	
# of mattresses replenished from prepositioned relief aid		1500	
# of mobile lights distributed		10	
# of generator provided		5	
#of families that received shelter assistance		1500	
		<ul style="list-style-type: none"> • Provision and distribution of blankets for 1,500HHs (include 300 blankets already distributed from onset). 	



Priority Actions:	<ul style="list-style-type: none"> • Provision and distribution of mattress for 1,500HHs (include 300 mattresses already distributed from onset). • Provision and distribution of 10 mobile lights to increase safety and protection in the evacuation sites • Provision and distribution of 5 UPS (uninterrupted power supply) to assist during scheduled recurring power cuts. Families and children will benefit during studying time, recharge of their phones etc. • Gender consideration and privacy for the families will be enhanced. Where possible, lights and most adapted materials will be purchased and installed to increase privacy for families, contribute to protection and reduce exposure. Especially for those that will stay for the longer period in the sites. The best material will be identified by the communities.
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	Livelihoods And Basic Needs	Budget	CHF 22,659
		Targeted Persons	12500
Indicators		Target	
# of people supported with hot meals		12500	
# of people supported with hygiene packs		12500	
Priority Actions:		<ul style="list-style-type: none"> • People are supported with hot meals • Other households basic needs will be covered through MPC. 	

	Multi-purpose Cash	Budget	CHF 196,075
		Targeted Persons	7500
Indicators		Target	
# of CVA refreshers training sessions conducted		1	
# of CVA deployed volunteers		35	
# Number of people who successfully received cash vouchers after being identified and processed for support.		7500	
Priority Actions:		<ul style="list-style-type: none"> • CVA refresher for staff and volunteers involved. • Distribution of cash to those affected with the aim to enhance resilience. • Post distribution monitoring to evaluate the cash assistance delivered during this intervention and the planning process. PDM 	



for cash and other deliverable will be combined in one process.
 • Official launch of CVA in the province.

	National Society Strengthening	Budget	CHF 37,874
		Targeted Persons	
Indicators		Target	
# of staff and volunteers trained and mobilised		42	
	Priority Actions:	Operations support: <ul style="list-style-type: none"> • Training conducted for staff and volunteers. • Volunteers insurance. • Volunteer's and staff PPE. • Vehicles and fuel. • Continuous monitoring of the situation by the Emergency. Operation Centre. • Communications and IT. • Communications. • Admin, logs and finance support. • Debrief and lessons learnt. 	

	Health	Budget	CHF 14,351
		Targeted Persons	12500
Indicators		Target	
# of people reached with health promotion as a response to an emergency by community-based volunteers		12500	
# of people who receive mental health and psychosocial services in emergency situations from RCRC		12500	
% of NS volunteers and staff receiving refresher training of volunteers and staff on Health in Emergencies		100	
% of people that require first aid that received it		100	
% of volunteers and staff that receiving refresher training on PFA and PSS		100	



Priority Actions:	<ul style="list-style-type: none"> • Collaborate and coordinate with the department of Health in the identification and referral of people on chronic care medication (hypertension, ART, etc) to ensure continued support and care. • Provision of First Aid services to beneficiaries. • Train volunteers on epidemic preparedness in communities with special emphasis on eCBHFA and ECV modules. • Provision of PFA and PSS services by volunteers to beneficiaries and communities.
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	Water, Sanitation And Hygiene	Budget	CHF 24,572
		Targeted Persons	12500
Indicators		Target	
#of families supported with drinkable water for 3 months		1500	
# of volunteers trained on WASH in Emergencies		35	
# of sensitization sessions		6	
#of people reached by WASH assistance		12500	
Priority Actions:		<ul style="list-style-type: none"> • Provide hygiene packs to 1,500 affected households. • Conduct sensitization sessions on hygiene/sanitation and health. • Conduct refreshers training for volunteers on health, hygiene and sanitation. • Provide clean and safe drinking water to the affected community. • Promote hand washing and hygiene promotion utilizing the ECV toolkits focusing on likely disease outbreaks. 	

	Community Engagement And Accountability	Budget	CHF 3,814
		Targeted Persons	12500
Indicators		Target	
# of volunteers trained on CEA		35	
# of community feedback mechanisms deployed		1	
Priority Actions:		<ul style="list-style-type: none"> • CEA Orientation for volunteers. • Establish community feedback mechanisms. • Engage volunteers and staff to collect community feedback. 	



Priority Actions:	<ul style="list-style-type: none"> • Ensure active engagement of all stakeholders, including the supported communities, to facilitate the exchange of relevant information, ultimately leading to the creation of resilient, less vulnerable communities. • Provide instruction and guidance on creating and implementing tools for gathering community feedback. • Educate field teams on the procedures for collecting data from affected communities. <p>Train volunteers and staff on monitoring and evaluation (M&E) in data collection, coding, and analysis techniques.</p> <ul style="list-style-type: none"> • Generating dashboards for community feedback and develop a 4Ws (Who, What, Where, When) dashboard.
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	Secretariat Services	Budget	CHF 9,064
		Targeted Persons	5
Indicators		Target	
#monitoring conducted		4	
	Priority Actions:	<ul style="list-style-type: none"> • IFRC field monitoring visits operation, logistic, finance and PMER. • Technical support. • Support needed coordination. • CEA strategy strengthening. 	

About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

The operation will engage 7 staff members and 35 volunteers in the various locations to distribute relief items, cash intervention as well as conduct assessments. Furthermore, they will also assist with referrals of other services that the NS is unable to provide.

If there is procurement, will it be done by National Society or IFRC?

The National Society will be procuring the relief items. The current need is 30% replenishing and the balance for distribution.

How will this operation be monitored?

The IFRC through its country office in Pretoria, and with the support from the regional level colleagues, will liaise with the National Society and provide support in the monitoring of the response. IFRC is able to support on areas such as logistics, and will conduct coordinated monitoring visits with key stakeholders. The monitoring process will focus on adherence to minimum standards in humanitarian service delivery, compliance to humanitarian principles guiding the Movement's humanitarian operations, timeliness in the delivery of supplies and services to beneficiaries, management of supplies during storage, accuracy, completeness, and timeliness of reporting among others.

Please briefly explain the National Societies communication strategy for this operation.

The National Society's communication strategy for this flood response operation in the Western Cape includes the strategic use of social media platforms and updates to the organization's websites. These digital channels will serve



as essential tools for real-time information sharing, community engagement, and resource mobilization.

The IFRC will provide crucial support in this aspect as well, collaborating closely with the National Society's communication team to optimize the use of social media platforms such as Facebook, Twitter, and Instagram. This collaboration will involve crafting impactful social media messages, sharing updates on relief efforts, and actively responding to community inquiries and feedback.

Additionally, the IFRC will assist in making necessary changes and updates to the National Society's websites. This involves ensuring that the websites are regularly refreshed with the latest information, including situational updates, success stories, and appeals for support. The websites will also feature user-friendly interfaces to facilitate access to vital resources and contact information for affected individuals and stakeholders.

The collaboration between the National Society and IFRC will involve a multifaceted approach to communication, incorporating social media platforms and website enhancements to ensure that accurate, up-to-date, and accessible information is readily available to the public, contributing to a more effective and responsive flood response operation.



Budget Overview



DREF OPERATION

MDRCCxxx - The South Africa Red Cross Society Floods

Operating Budget

Planned Operations	376,342
Shelter and Basic Household Items	114,619
Livelihoods	22,659
Multi-purpose Cash	196,075
Health	14,351
Water, Sanitation & Hygiene	24,572
Protection, Gender and Inclusion	252
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	0
Environmental Sustainability	3,814
Enabling Approaches	46,937
Coordination and Partnerships	0
Secretariat Services	9,064
National Society Strengthening	37,874
TOTAL BUDGET	423,280

all amounts in Swiss Francs (CHF)



Contact Information

For further information, specifically related to this operation please contact:

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